Telephone System Evaluation
Telephone System Evaluation

- Feasibility study to evaluate voice infrastructure was performed between Feb 06 to Dec. 06

- Consulting firm: TecTel Solutions
Feasibility Study Included

- Site inspections of voice and data infrastructure
- Interviews of individuals and focus groups to understand needs including facility, staff and students
- Inspected Call Centers across campus
- Reviewed financial model for upgrade and replacement cost
- Interviewed GTA
- Identify the telephone options that support the UGA Mission and the drivers
What Did We Find?

- Current Avaya Telephone System was at the “end of sale” as of June 2006.
- Current system will no longer be supported as of June 2009.
- Current voice mail system is at the end of life
- Current system has no billing system
- Current system is not flexible to address future needs
- No Enhanced or Reverse 911 system
Standard Smaller Telephone Systems
UGA High Reliability G3R and ATM Network

Boyd
Serving 6,468 Stations
13 PNs

Peabody
Serving 3,562 Stations
8 PNs
G3R PBX

Chicopee
Serving 332 Stations
1 PN

Fanning
1 PN

Hodgson's
Oil
1 PN

Coverdell
Serving 117 Stations

Ramsey
Serving 768 Stations
2 PNs

Rivers Crossing
Serving 427 Stations
2 PNs

Clarke County Health
101 Stations
6 T1s
9/92

Mental Health
131 Stations
5 T1s
10/121

Lucy Cobb
147 Stations
6 T1s
12/125

T1 Connected EPNs
Using PSAX IMA
T1s Enter network at Peabody

School Of Nursing
69 Stations
4 T1s
5/64

Milledge Center
83 Stations
4 T1s
15/68

Botanical Gardens
52 Stations 47A 5D
3 T1s

Central Research
49 Stations 45A
4D
3 T1s

Campus Mail
22 Stations 17A 5D
1 T1

Ga Soil And Water
21 Stations 20A
4D
1 T1

GA State Patrol
23 Stations 20A 5D
1 T1

COAS
28 Stations 20A 6D
2 T1s

Wray-Nicholson
25 Stations 21A 6D
2 T1s

GA Dept Forestry
17 Stations 14A 3D
1 T1

GA JI
24 Stations 20A 4D
1 T1

Regional OFACS
48 Stations 43A 5D
2 T1s

GA Diversion Center
23 Stations 20A 5D
1 T1

Dept Of Revenue
43 Stations 30A 7D
2 T1s

This Group connected to Peabody

This Group connected to Rivers Crossing

Remote Buildings connected by T1s using Paradyne 9x65s and MCK Branch Office Extenders

12/10/2007
Options to Support Telephone Services

- Stay with GTA and use the new statewide unified message service (GTA is moving toward a outsourcing solution)

- UGA take ownership, upgrade voice mail, upgrade the telephone system with new hybrid system (digital, IP and analog) and add new billing system
How Will Cost Be Covered?

- Estimation is that support cost can be covered with the current line rate of $18.65 per telephone line.
Drivers

- Current system is no longer supported after June 2009
- Current technology includes ATM hardware, Paradyne and MCK office extenders that cannot be supported long term
- GTA support is being outsourced
- Cost can be supported with current line charge
- Hybrid system supports analog, digital and IP
- Improved Call Center and telephone features
- Includes system redundancy
- Support requirement for Enhanced and Reverse 911
Timeline

- Phase I  Feb. 06 to Dec. 06
- Phase II  August 07 to June 08
- Phase III  July 08 to Dec. 09
Technical Committee

- **Mike Dennis** - Associate CIO - Chairman
- **Mike and Pam Dailey** – TecTel Solutions
- **Brian Rivers** - Security, Network Operations and Infrastructure
- **Paul Keck** – Engineering/UGANET
- **Chris Baines** - Network Operations Center
- **David Stewart** - Infrastructure
- **Judy Howell** - Telecommunications
- **David Matthews-Morgan** – Research Computing Architecture and Infrastructure
- **John Newton** - Emergency Operations Coordinator
- **Bill Blum** - IT Senior Manager
- **Vendor**
Advisory Committee

- Chris Adcock - Director of IT, College of Agriculture
- Steve Harris - Interim Director, Office of Security and Emergency Preparedness
- Shay Davis Little - Director of Residence Hall Administrative Operations
- Jimmy Williamson - Chief of Police
- Greg Ashley - Senior Associate CIO
- Mike Dennis - Associate CIO, Client Services, Infrastructure, and Operations
- Brian Rivers - EITS Director of Security, Network Operations and Infrastructure
- Mike/Pam Dailey - TecTel Solutions